

# POSITION DESCRIPTION

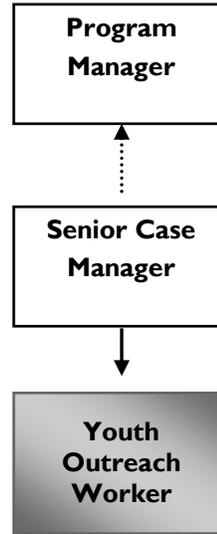
Youth Outreach Worker Level 3.1 CS

<b>Job Title:</b>	<b>Youth Outreach Worker</b>
<b>Responsible To:</b>	<b>Program Manager</b>
<b>Responsible For:</b>	Providing an assertive mobile outreach service for youth 'at risk' in Perth inner city and Northbridge.
<b>Founding Purpose</b>	<i>"This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others."</i> (1 John 3:16) Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.
<b>Vision</b>	<i>Pathways for life</i> Our vision is to see a fairer Australia by enabling people in need find pathways to a better life
<b>Organizations' Core Values</b>	Compassion Integrity Respect Perseverance Celebration  Walking alongside those in need, we help people discover:
<b>Organization Mission</b>	<ul style="list-style-type: none"><li>• <i>Pathways to strong families and healthy, happy children</i></li><li>• <i>Pathways through a successful youth</i></li><li>• <i>Pathways away from homelessness</i></li><li>• <i>Pathways to skills and qualifications</i></li><li>• <i>Pathways to sustainable employment</i></li></ul>
<b>Position Purpose:</b>	To work alongside case managers to provide practical assistance to clients in the provision of welfare support services including a mobile outreach and referral service to young people who are on the streets afternoons, night and at weekends. This role will involve working day, evening and weekend shifts.
<b>Key Challenges</b>	Providing effective and meaningful support to young people on the streets at night time and at weekends. Working across both components of the service, Northbridge and Inner city.
<b>Key Result Areas</b>	<ul style="list-style-type: none"><li>▪ Actively supporting Mission Australia's purpose and values;</li><li>▪ Youth Engagement;</li><li>▪ Relationship Management;</li><li>▪ Performance;</li><li>▪ Program support;</li><li>▪ Administration.</li></ul>

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## A. ORGANISATIONAL CHART



## B. KEY RESPONSIBILITY AREAS

Key Responsibility Area I	Youth Engagement	
<b>Key Tasks:</b>	<b>Job holder is successful when:</b>	
<b>Afternoon Outreach Key Tasks:</b> <ul style="list-style-type: none"><li>• Provide assertive outreach to young people in Perth CBD through the use of the Mobile Van and foot patrols.</li><li>• To model the role of Youth Outreach Worker to casual staff</li></ul>	<ul style="list-style-type: none"><li>• Evidence shows that Outreach workers have engaged with young people in Perth CBD, built relationships and provided information on appropriate support/referral services and recreational activities available through the use of the mobile van and during foot patrols</li></ul>	

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<ul style="list-style-type: none"> <li>• Where appropriate make referrals to Youth Beat Case Managers and/or other service providers</li> </ul> <p><b>Night Outreach Key Tasks:</b></p> <ul style="list-style-type: none"> <li>• Where appropriate engage with young people</li> <li>• Assist YARS / WA Police in the apprehension of young people at risk</li> <li>• Assist DCPFS CCU staff in locating a responsible adult</li> <li>• Transport young people following apprehensions to appropriate addresses where required</li> </ul> <p><b>Recreation Program Key Tasks:</b></p> <ul style="list-style-type: none"> <li>• Support young people’s engagement in recreational activities that supports their personal and/or group development</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership, role modeling and direction is provided to Casual Outreach Workers</li> <li>• Evidence to show that referrals for young people at risk are made to YouthBeat Senior Case Manager and/or other relevant and appropriate services/agencies</li> <li>• Outreach workers engage with, inform/educate young people of curfew and risk involved in being in the Inner City and Northbridge at night</li> <li>• Evidence shows that support is given to young people to exit the YARS area into a safe environment</li> <li>• Ability to assess risk to young person, self and others in any outreach situation</li> <li>• Identify young people at risk and contact YARS / WA Police and inform</li> <li>• Address checks successfully carried out as requested by DCPFS CCU</li> <li>• Young people are transported to appropriate addresses as directed by DCPFS CCU</li> <li>• Plans, promotion and facilitation of alternative positive activities for young people to engage in have been implemented/ completed.</li> <li>• Evidence shows that consultation with young people to develop appropriate support and recreational opportunities, in line with the individual/groups needs and wants has been undertaken.</li> </ul>
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<b>Key Responsibility Area 2</b>	<b>Relationship Management</b>
<b>Key Tasks:</b>	<b>Job holder is successful when:</b>

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<ul style="list-style-type: none"> <li>• Undertake proactive identification and networking with all stakeholder groups including clients, other community agencies, funding providers, local government, and advocacy groups.</li> <li>• Promote public relations and awareness of the service and involvement in local community activities in line with the mission, values and policies of Mission Australia.</li> <li>• Actively contribute to the ongoing promotion of the service including attendance at media briefings and events.</li> </ul>	<ul style="list-style-type: none"> <li>• Networks are built with a range of stakeholder groups, with a positive reputation for the service delivered to these groups.</li> <li>• Strong relationships are formed by all in the service with clients and stakeholder groups resulting in beneficial outcomes for all parties.</li> <li>• Promotional events are attended as needed.</li> </ul>
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Key Result Area 3	Performance	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> <li>• Participation in supervision, motivation and support including regular meetings and dissemination of information from case managers, management and other parts of the organisation</li> <li>• Participate in relevant professional development opportunities</li> <li>• Participate in Performance reviews.</li> <li>• Respond to all client grievances and follow through and escalate when necessary in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff perform their roles in a motivated and effective fashion, in keeping with the formal processes and procedures of Mission Australia.</li> <li>• Staff have performance reviews in place, perform to standards, and are challenged and engaged in their role. There is subsequent measured improvement in performance.</li> <li>• Staff receive training and development to improve their performance and meet their personal development and career requirements as relevant to their role.</li> <li>• Grievance issues are minimized and responded to in a timely and thorough fashion with internal support to ensure minimum impact to Mission Australia and the service.</li> </ul>	

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<b>Key Responsibility Area 4</b>	<b>Administration</b>	
<b>Key Tasks:</b>		<b>Job holder is successful when:</b>
<ul style="list-style-type: none"> <li>• Ensure compliance with internal policies and procedures including, OHS, Workers Compensation and implementing procedures, education, risk management planning, incident management, and ensure that all incidents are reported in a timely manner.</li> <li>• Record all required data accurately and regularly.</li> <li>• Ensure that all client files are kept in a confidential and accurate manner and are updated regularly</li> <li>• Work in conjunction with the case managers to prepare information and materials for grant submissions and reports to funders.</li> </ul>		<ul style="list-style-type: none"> <li>• The service is compliant according to all internal and external regulation, and all staff and clients are aware of guiding policies and procedures</li> <li>• Accurate and timely reports are submitted to both internal and external groups.</li> <li>• OHS and Workers Compensation claims are minimised and all issues are dealt with in a timely fashion in line with internal and external guiding policy.</li> <li>• Appropriate information is gathered and prepared for tender submissions and reports.</li> </ul>

<b>Key Responsibility Area 5</b>	<b>Program Support</b>	
<b>Key Tasks:</b>		<b>Job holder is successful when:</b>
<ul style="list-style-type: none"> <li>• Participate in the functioning of the service to ensure the efficient provision of the Program to Mission Australia clients, including adherence to relevant guidelines and procedures (both internal and external), and satisfactory achievement of client outcomes.</li> <li>• Ensure that record management process and systems management is maintained with accuracy, confidentiality and quality.</li> <li>• Monitor and evaluate client outcomes to assess satisfaction from a client and Mission Australia perspective, and implement subsequent continuous improvement programs.</li> <li>• Working within in the requirements of the Mission Australia Strategic plan to implement policies, procedures etc, which seek to develop the service and outcomes for the organisation.</li> <li>• Support the Coordinator and Senior Case Manager in the development and</li> </ul>		<ul style="list-style-type: none"> <li>• Internal and external policies and procedures are adhered to.</li> <li>• Records are kept up to date, and are easily accessible to both internal and external bodies if required.</li> <li>• Positive and negative feedback is acted on where necessary.</li> <li>• Staff participate in and are aware of, initiatives surrounding the strategic plan.</li> <li>• Young people’s engagement and outcomes are evidenced</li> <li>• Workshops and activities for the client group are successfully delivered</li> </ul>

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delivery of workshops and activities for the client group as required	
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### C. PURPOSE AND VALUES REQUIREMENTS

Core Area of Responsibility	Purpose and Values
Key Tasks	
<ul style="list-style-type: none"><li>• Actively support Mission Australia's purpose and values;</li><li>• Positively and constructively represent our organisation to external contacts at all opportunities;</li><li>• Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behavior at all times;</li><li>• Operate in line with Mission Australia policies and practices (EG: financial, HR, etc);</li><li>• To help ensure the health, safety and welfare of self and others working in the business;</li><li>• Follow reasonable directions given by the company in relation to Occupational Health and Safety.</li><li>• Actively support Mission Australia's Reconciliation Action Plan.</li></ul>	

### D. RECRUITMENT INFORMATION (The essential knowledge, experience, skills and personal attributes required for the job)

#### Competencies

- Relationship Management – Assertive engagement skills
- Individual and group development skills
- Program Management
- Technical Expertise
- Values Alignment
- Organisational Awareness
- Client Focus
- Results Orientation
- Communication and Influence
- Be physically capable of undertaking outreach foot patrol

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## Competencies

- Willingness to undertake further training and/or professional development
- Full car driving license

## Experience and Qualifications

- Minimum of Certificate IV in Youth Work or similar, preferably Diploma in Youth Work (or relevant equivalent)
- Relevant industry knowledge and significant experience
- Demonstrated ability to provide appropriate guidance and role modeling for young people.
- Strong interpersonal skills and the ability to communicate, particularly with Aboriginal and Torres Strait Islander Peoples
- Computer literate.
- Ability to work independently or in a team, using initiative and problem solving techniques to achieve realistic workplace solutions.
- Demonstrated knowledge of current youth service providers.
- An ability to work shift work including day, night and weekends.

## E. APPROVAL

<b>Manager's Name:</b>	
<b>Approval date</b>	